JOE AKINSOWON

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**Personal Profile**

A well-organised, reliable and confident ICT driven individual with sound experience in IT includes: Networking, Serving, Installation and Upgrading.  Accustomed to working within a    team environment and can also work alone without close supervision using own initiative. Other qualities include having a methodical, enthusiastic and reliable approach to duties with committed and organised attitude. Adaptable with ability to work under pressure and always willing to learn.

**Key Skills**

* Understand and effective use of hardware, software and a variety of Internet resources with good mathematical skills for dealing with payment and stock checks.
* Managerial Efficiency- reliable and trustworthy, with the ability to manage office environments as well as prioritising work in order to achieve realistic outcomes.
* Informed and up to date understanding on Information and Communication Technology (ICT) with the ability to explain technical matters in clear terms.
* First Aid at Work- Knowing the first step to take in delivering first aid treatment to people in need.
* Customer service- over 10 years of providing qualitative customer service, face-to-face as well as by telephone with customers using good communication and interpersonal skills as well as teamwork spirit gained through studies, pro-bono work and life experience

**EMPLOYMENT HISTORY**

**August 2018 – Date: Sales Rep & Engineer WORLD INTERNET & TELECOM LTD**

* Carrying out basic repairs on Computers, Tablets and mobile phones
* Selling and purchasing of accessories and repair parts.
* Delivering satisfactory service as result of understanding customers complains.
* Daily accountability to the manager on repairs carried out.
* Delivering technical supports both over the phone and face to face

**August 2015 – July 2018:  Field Engineer (Telecoms), MJ Quinn Integrated Service**

* Installation of landline telephone for voice and broadband communication.
* Managing and maintaining technical relationships with customers and working closely with the client’s technical resources in the configuration and installation of cloud computing devices
* Connecting client computing devices to the broadband and network, as well as setting up routers, modems and switches.

**January 2012 – July 2015:  Field Engineer (Telecoms), McNicholas Engineering**

* Installed digital TV, data modems, workstations and associated systems.
* Conducted systems testing on electronic equipment to ensure compliance with specifications and engineering standards.
* Ensured that all test equipment is suitably maintained and meets current regulations.
* Installed RG6/RG11cables between components to outside cable systems, connecting them to wires from telephone Cab/ Mux or underground cable accesses.
* Installed, configured, and maintained network services, equipment and devices.
* Installed aerial drop cables, CATV terminal boxes and devices.

**November 2007 – October 2011: Customer Consultant, CARPHONE WAREHOUSE**

* Customer services, which includes; sales, contract, insurance etc
* Connecting, upgrading and insulating, mobile/smart phones, laptops and      tablets on pay as go and contract.
* Setting up of user accounts, permissions and passwords.
* Installed/managed OS, XP, Windows 7 and Microsoft Office and Excel
* Offered 1st line technical support to both internal and external customers for                 network and mobile data solutions.
* Maintained firewall and network solutions, managed upgrades as required and ensured compliance with security policies and standards

**EDUCATION**

October 2008 – June 2012,    University of Westminster, London.

(Mobile and Wireless Computing)

September 2005 – July 2007,  John Ruskin College, Croydon, London.

         (BTEC National Certificate in Information Technology)

**ADDITIONAL INFORMATION**

Driving Licence: Full, Clean

**INTERESTS**

  Discussing ICT and business, Watching News and playing football.

**REFERENCE**

           Available on demand.